



Access Services
PO Box 5728
El Monte, CA 91734
213.270.6000
asila.org

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Greetings,

During the last monthly Safety Steering Committee Meeting (which is where Access meets with its Contractors) the subject was addressed of the inappropriate utilization of Disabled Parking Stalls by Access vehicles. As a result of the ensuing discussion, it was determined that Access drivers should not and cannot be using these stalls unless with a passenger with the intent to load or unload that passenger. This message was passed along to drivers and notices were even placed in their paycheck envelopes.

Unfortunately Access has received several more concerns filed recently regarding the same subject. It is clear that this topic is developing into a growing issue and Access is requesting a more aggressive approach from the Contractors to resolve the issue. Operations has therefore requested to attach the following verbiage – on a document with official letterhead – to be placed in the drivers boxes:

“Under the directive of Access Services any improper utilization of Disabled/Handicap parking stalls will not be tolerated. The Disabled/Handicap parking stalls should only be used to pick up and drop off Access Services customers; vehicles may not dwell or park unattended. Any further misuse may lead to disciplinary actions”

Our goal at Access is to proactively address issues while they dwell in the infant stages, and Access appreciates the Commission’s diligence in pursuing this matter. Your input is essential to improvements in the service that Access provides.

Again, thank you.

Louis Burns

Access Services
Customer Support Service Administrator
(213) 270-6151
burns@asila.org